



STAR

Service Technical Assistance Resource

August Announcements



The STAR News link has always been located in TechConnect on the home page beneath the SEARCH Box as shown in the graphic below. In addition STAR News will now be accessible through other communication channels including:

1. Link on the LMS (Academy Site)
2. Monthly Master Tech
3. Instructor-Led Training will include a reminder of electronic file location and hard copies, when possible
4. Via email subscription – *details to follow next month on how to submit your email to receive a monthly electronic copy of the STAR News.*

STAR Renewed Mission & Objectives:

1. Provide technical repair guidance to successfully FIX CARS FAST.
2. Our goal is first contact resolution and we now monitor the time it takes to resolve every ticket and confirm the vehicle is repaired.
3. We identify Top Issues to share with Quality and Engineering for timely resolution and publication of service action (STAR On Line, Service Bulletin, Manual Update, etc.).
4. We are making calls to Technicians and Service Managers to ensure the vehicle is successfully repaired prior to closing tickets.

DID YOU KNOW ...

STAR receives on average 1,000 contacts per day ... that's 300,000 annual contacts for technical assistance.

This same month last year we had over 40,000 open aged > 5 days tickets. As a result of focused efforts to verify vehicles are repaired and close tickets the number is now at just under 7,000 tickets.

We have reduced average days to close a ticket by 50% from this same time last year.

Something to say?

Send up your questions, comments, suggestions, etc...

STAR Center Manager

starmgmt@chrysler.com

STAR News Feedback

starnews@chrysler.com

Future publications will have standard monthly content sections to include the following topics:

STAR Monthly Publication Contents

1. Letters from Leadership & Editor
2. Technician Confirmed Repairs
3. Service Information Updates
4. ECS Enhancements & Updates
5. wiTECH Updates
6. New Repair Procedure Updates

STAR Center Hours of Operation

M-F 8am-Midnight * Sat 9am-6pm * Open thru Lunch



A/C System Diagnosis – Leak Detection Dye

All current Chrysler, Dodge, Jeep, RAM and Fiat vehicles are shipped from the factory with fluorescent refrigerant leak detection dye installed in the A/C system. When attempting to diagnose any A/C system performance problem especially on any new vehicles, searching for a refrigerant leak in the A/C system using an Ultra Violet (UV) light or an approved electronic refrigerant leak detection device should be done **BEFORE ANY OTHER TYPE OF DIAGNOSTIC WORK IS PERFORMED.** It is important to use only high-quality refrigerant leak detection equipment that is designed for the refrigerant used in the vehicle you are working on. The right equipment can be found in the teamPSE Service Equipment Catalog. When the use of additional leak detection dye is required, use only Chrysler LLC-approved refrigerant leak detection dye, available through Mopar®.

3.2L/3.6L Engine Noise Recordings

If your dealership receives any 3.2L/3.6L with an engine noise that can be duplicated, Chrysler Engineering is requesting a 10-second cell phone video/audio file be E-Mailed to: cem5@chrysler.com between now and the end of Dec. 2014. Please include the last 8 of the VIN, the mileage and a description of when the noise was

experienced (for example: cold start idle whine, ticking at 25 MPH, etc.).

Note: The E-Mail file size must be less than 10 MB in order to get through.



MasterTech Updates

June 2014 MasterTech

Topic: Immobilizer Tips and Air Suspension Leak Detection

This lesson offers technicians some diagnostic tips for immobilizer systems, with a heavy emphasis on the recommended way to approach immobilizer system diagnosis and key programming. The first part of the lesson focuses on terminology, because the use of several systems over the past few years has introduced a tremendous number of acronyms. The lesson continues with an explanation of the importance of using TechCONNECT Service Information for every immobilizer job – some systems look alike, but function differently. After presenting a graphically enhanced overview of basic immobilizer operation, the lesson wraps up with a key programming example.

The second lesson reviews a proven process to isolate air suspension leaks



efficiently. When a vehicle comes in for air suspension related service, DTC-based diagnostics and testing are quite straightforward. However, some issues, such as small air leaks, initially may seem

Successfully Resolving Customer Lead/Pull Complaints

Too often, repairs to fix lead/pull complaints do not address the customer's concern. It is important to understand the customer complaint and follow simple guidelines as descriptions of the condition can be misunderstood. Lead/pull conditions can be described as "the steering wheel is not centered" and the steering wheel not centered can be described as a "lead/pull condition".

Vehicles are designed with a slight bias to the left to counteract the effect of a normally right-crowned (1.7 grade) two-lane road. However states with high levels of precipitation, like those that experience hurricanes, may have higher road crowns. This can give a false impression that the vehicle is pulling to the right. The higher road crowns allow the rain water to shed the roadways faster.

Some Important Checks Are Necessary When Dealing With Lead/Pull Complaints...

For the vehicle:

- Are the tires at the recommended tire pressures?
- Is the tire wear even and symmetric?
- Is there signs of suspension component wear or damage?

difficult to diagnose. This lesson explores some of the resources and procedures available to reduce the time technicians spend identifying and isolating air suspension leaks.

- Does cross switching the front tire/wheel assemblies correct or improve the lead/pull complaint?

For the dealership alignment equipment:

- Is the equipment properly calibrated? Annual calibration is recommended. Chrysler vehicle alignment values are 100% checked. If dealership equipment consistently shows values out of specification for vehicles with less than 1000 miles, your aligner equipment must be verified immediately.
- Is the latest alignment specification loaded into the static aligner? It is available in TechConnect and can be manually loaded into the dealership static aligner.

Out of specification cross camber (LH camber minus RH camber) and cross caster (LH caster minus RH caster) are the main sources of lead/pull complaints for vehicles equipped with hydraulic steering systems.

However, even if the vehicle alignment values are within specifications, the tire characteristics may still cause the vehicle to pull. Cross switching the front tire/wheels assemblies can assist in addressing this issue.

Cross camber and cross caster effects combine to increase or decrease lead/pull complaints. Both a high cross camber and a low cross caster will cause a vehicle to pull/lead left. The combined effects also

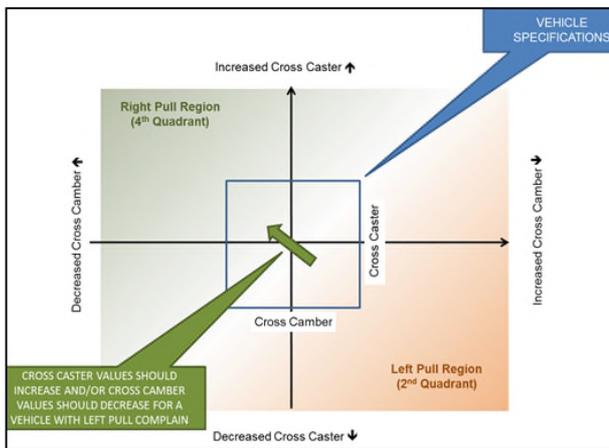
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works the opposite for a low cross camber and a high cross caster, this will cause a vehicle to pull/lead right. The combination of both the cross camber and cross caster can be visualized in the generic chart below.



“Lead/Pull” continued on page 4



“Lead/Pull” continued from page 3

It is important to make sure the direction of change in cross camber and/or cross caster addresses and counteracts the customer complaint.

An example would be, if a vehicle shows a left lead/pull condition and the alignment data (cross-camber, cross-caster) falls into the second quadrant the repair must move the alignment setting to the fourth quadrant. This means that the cross camber values should decrease and/or the cross caster values should increase to counteract the left lead/pull condition.

On the other hand, if a vehicle shows a right lead/pull condition and the alignment data (cross-camber, cross-caster) falls into the fourth quadrant the repair must move the alignment setting to the second quadrant. This means that the cross camber values should increase and/or the cross caster values should decrease to counteract the right lead/pull condition.

If the vehicle initial cross camber and cross caster alignment values falls in the first or third quadrant, the repair should focus specifically on cross camber or cross caster adjustment to bring the final alignment values to the second or fourth quadrant depending on the customer complaint.

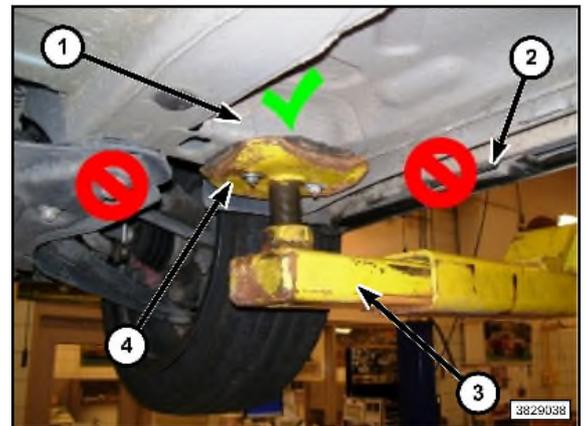
The key is to properly adjust the alignment settings to counter the customer’s complaint.

Having this knowledge will make repairs easier and prevent repeat visits by the customers.

Reminder – Proper Hoist Pad Placement On FF - BEV

Ensure proper placement of hoist pads on FF-BEV vehicles. Improper placement can cause damage to the sill cladding on these vehicles.

Front hoist pads (4) should be placed onto the front floor reinforcements (1) and hoist arms (3) should not contact body sill or cladding (2).



Your “Ticket” To Success

Believe it or not, proper management of STAR Tickets can help us help you resolve problems with customer vehicles faster.

Managing your tickets and closing them in a timely manner helps us know when a customer’s vehicle is fixed and what fixed it. It prevents us from having to spend time to call you back to find out that information.

Remember, the information we give to you to repair an issue may likely have come from another tech that encountered the same condition.

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The faster we receive that repair info from them, the faster we can give it to you.

“Ticket” continued on page 5

“Ticket” continued from page 4

Here are some “best practices” to follow that should help you better manage your STAR Tickets:

- Don't allow your tickets to remain open and not updated for days/weeks. Close them if they are no longer active and **PROVIDE REPAIR INFORMATION!!!**
- Incomplete/Vague Information. Make sure your information is complete and accurate. The better the quality of your information is, the faster we can help.

Examples include:

- Reporting DTCs with no description, no Vehicle Scan Report or not reporting what module they were found in. **Vehicle Scan reports are great information!!!** Send them when you have codes involved before even submitting a ticket...and make sure to tell us you sent Vehicle Scan reports up to us when you submit your ticket!
- Reporting a condition found, such as “low pressure/ low compression/ excessive runout” with no value. We need the numbers to be more accurate with our suggestions!
- Duplicate/overlapping cases by the same tech on the same VIN for the same problem. This is a great way for vital information to “get lost”.
- Creating a new case when a vehicle returns for the **same issue** in a reasonably short period of time from

when the last case was opened. Re-escalate the old ticket and save everyone some time. Again...it helps to keep pertinent information in one place.



- Close tickets on vehicles that are no longer at the dealership. Again...it allows us to spend more time helping you resolve problems and less time calling you to find out what is going on with the ticket. **You can always re-escalate the ticket if the vehicle returns even if it has been closed.**

One last item to consider...before sending a ticket to STAR for assistance, make sure to ask around the shop to see if anyone else has seen or knows something that may help you resolve an issue. It only takes a few moments and could save you valuable time.

Review of Warranty Bulletin D-14-09

Warranty Bulletin D-14-09 covers some updates and enhancements to the Powertrain Pre-Authorization Program.

- Repair/Replace Policy changes for the 8 and 9-Speed trans/transaxles.
- Removal of the TREMEC Manual trans from the Pre-Authorization Program
- Tech Advisor/STAR/ECS/FTS Powertrain Service Center Pre-Authorization
- Addition of a Powertrain Pre-Authorization MATRIX Tool

Check the bulletin for more details.



ESSENTIAL TOOLS AND SERVICE EQUIPMENT

Midtronics ED-18v3 MOPAR® Battery Tester

165-ED-18v3-MOPAR

“Why test? It looks fine to me.” — “It started to get me here.”

In the real world, nobody cares about their battery — until it fails. Then, customers purchase to solve the problem, side-stepping your service lane for a specialty store, or in many cases, purchasing directly from the roadside service vehicle. With the MOPAR® ED-18 tester, the guesswork is removed and you are in a position to preserve the security and satisfaction of your customers — demonstrating genuine care. You help to prevent “car-down/won’t start” situations that hurt survey results and negatively affect customer relationships.

Facts about routine battery testing:

- FACT:** Approximately 28% of all automobile batteries need replacement.
- FACT:** On average, 15% of all batteries tested in a pilot program needed replacement, ranging from a per-dealership low of 6% to a high of 22%.
- FACT:** Over 70% of customers surveyed would be “likely” or “very likely” to consider purchase when presented with evidence of potential battery failure.
- FACT:** Post-failure battery customers typically do not shop price aggressively.

NOTE: The 165-ED-18v3-MOPAR does generate a Chrysler warranty code.



SUMMER BATTERY TESTER SPECIAL
~~\$2,344~~
\$1,645



Chrysler Technicians receive the same discounted pricing as dealers!



See the Latest Promotions on Equipment!

To order call 1-855-298-2687 or visit the website at MoparEssentialTools.com.



Not Getting the Most Out of Your On-Car Lathe? Train Your Techs! Sign-up Now for Pro-Cut Certification!



TrainSMART is Pro-Cut's nationwide training and certification program offering comprehensive instruction in rotor matching. Program begins with an online class and exam where techs can earn ROTOR MATCHING TECHNICIAN (basic) certification (Part I). Online course takes an hour and is FREE!*

http://www.procutusa.com/trainsmart_online.aspx

Looking for an on-site demonstration? **NO COST, NO OBLIGATION!**

<http://www.procutusa.com/free-onsite-demo.aspx>

Rotor matching begins with choosing the right on-car lathe for your dealership!

38-A10-BASE-IBT

A10 Warthog Commercial Duty Lathe & Trolley Highest start up torque delivers smooth performance on cars & trucks

- Live digital read out (DRO) of actual "as cut" lateral run-out!
- Captures usage data with hour meter and rotor cut count helps confirm your ROI.
- Speed and efficiency combine with zero tool set up and cycle times as low as 6 minutes!
- Includes: Tool kit, lug nut kit, box of premium cutting tips, standard silencer
- Professional on-site set-up, training & 2 year warranty included

If you would like on-site training or service:

<http://www.procutusa.com/ProcutRepSearch.aspx>



Let Pro-Cut turn your lathe into profit for your shop!

** Part II on course is hands-on training class offered at one of Pro-Cut's official training centers, where techs can earn PRO-CUT MASTER TECH (advanced) certification.*

Remember, when all else fails, go back to the basics...and by the way, here's the basics!

SIX-STEP TROUBLESHOOTING PROCEDURE

Step One: Verify customer complaint

- DO NOT attempt repairs without first verifying.
- The R.O. must contain all essential information about the complaint.
- Unfavorable arbitration and lemon law rulings have resulted due to an unnecessary number of attempted repairs without verification of problem.
- An exception would be when a SB matches an owner complaint exactly.
- Never proceed any further if the customer is complaining about a design characteristic of the vehicle. That must be dealt with carefully.

Step Two: Determine related symptoms

- Check other systems on the vehicle that are or could be affected. Two systems were on the same circuit on some older models.

Step Three: Analyze the symptoms

- What could cause the problem?
- In this step; knowledge, experience and application of training are utilized.
- Always ensure the best qualified technician is performing the current repair.

Step Four: Isolate the trouble

- With a water leak, for example, it is vital that all possible sources of leaking are found.
- This also pertains to "repairing only the affected areas," and not over-repairing.

Step Five: Repair the trouble

- Do the repairs as appropriate. Follow the service manual instructions or when performing a SB, follow it very specifically.



Step Six: Verify proper operation

- This means that if a lengthy test drive is necessary, it must be done.
- This is the most important step before the vehicle is returned to the customer.
- If this step is omitted, customer satisfaction will be affected due to the customer returning if the vehicle is not right. This is wasteful of everyone's time. That affects the customer, the service advisor, the technician and the service manager.

STAR Center Areas of Responsibility

Engine/Climate control Group Component Codes 07, 09, 24

- Internal engine components
- Accessory drive system components
- Radiator, Hoses, Cooling system components and sensors
- A/C or heater components or controllers including blower motors

Transmission Group Component Codes 03, 06, 21

- Manual and Automatic Transmissions
- Clutch systems
- Transfer case
- Drive axles
- Propeller shaft
- Transmission cooler & lines
- Axle assemblies

Driveability/OBDII Group Component Codes 11, 14, 18, 25

- Engine performance including MIL illumination, OBDII monitors and C.A.R.B. readiness monitors
- Throttle body, throttle linkage, fuel injectors, and spark plugs
- Exhaust system
- Fuel delivery system, fuel tank, lines and hoses
- Air cleaner assembly
- Cruise control
- Emission controls, Engine controller, sensors and relays related to the fuel system
- Data recording review, Copilot, DRB and STARSCAN software update procedures
- Flashing concerns related to PCM/ECM/TCM.

Body/Chassis Group Component Codes 02, 05, 10, 13, 17, 19, 22, 23

- ABS and Base brake systems
- Wheels and tires
- Steering
- Suspension and frames
- Sheet metal, Body sealing, glass, sunroof
- Interior components and systems
- Moldings, bumpers, exterior lights and convertible tops
- Paint and metal finish

Audio/Video/Navigation/ Telematics Group Component Code 8A

- Radio, clocks and entertainment systems

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Electrical Group
Component Code 08

- Instrument panel and cluster
 - Body wiring and lighting
- Fuel sending units and level reading issues
- Passive restraint systems
- SKIM, Theft alarm, and remote keyless entry concerns
- Alternator, battery, starter, relays
- Body controllers and other modules, except PCM/TCM
- Module flashing concerns related to all modules EXCEPT PCM/ECM/TCM.

STAR News Feedback STARNEWS@CHRYSLER.COM

Contacting STAR for Assistance Tips

Have the Ticket number, tests performed and results with you when calling for assistance.

Concerns that cannot be duplicated

Without being able to duplicate the customer's concern and gathering certain data, there is typically very little technical assistance that can be provided. A call to the STAR Center may be a wasted effort. We recommend the following be performed before calling:

- 1) Review warranty history
- 2) Review any previous repair attempts on same complaint
- 3) Review Quick Hits for similar issues
- 4) Perform 6 Step Diagnostics
- 5) Make sure customer process is documented
- 6) Ask additional questions to the customer
- 7) Install vehicle data recorder
- 8) Drive vehicle and try to duplicate
- 9) Wait for reoccurrence

Diagnostics not performed

Please complete basic diagnostics prior to calling, including the 6 Step Diagnostics. The STAR center should be utilized for concerns that required high level technical assistance.

Information already available

Please utilize search functions, such as TechConnect and the search feature in Tech Connect called Quick Hits. You will be asked upon calling the STAR Center if you have completed this search which provides STAR Online, SB's, Recalls, RRT's and Tech Tips (GPOP) along with service and wiring information.

The caller is not the Tech working on the vehicle

The person working directly on the vehicle should be calling so that proper technical assistance can be provided. Time is wasted when all details of the issue and work already completed is not readily available.

Vehicle is not at the dealership

Chrysler Group LLC	STAR Center	Monday – Friday	Saturday	
	Page 12	1-800-850-STAR	8:00 AM – Midnight	9:00 AM –
6:00 PM				



Do not call if the vehicle is not at the dealership. Calling to try and get information prior to seeing the vehicle or doing a complete diagnosis is a misuse of the STAR Center Agents and extends the hold time for other technicians requiring assistance.

*****Please pass the word to all the Service Technicians at your Dealership. Thank you! *****



IVR PHONE SYSTEM OVERVIEW

Beginning September 23, 2010, the STAR Center launched an enhancement to the current IVR process. The intent of the new process is to improve technician access to STAR. This is accomplished by requiring a 'Request for Technical Assistance' be completed in TechCONNECT prior to contacting STAR. Requests for assistance will generate Ticket numbers the technician must then use to call STAR. Please keep in mind that requests made by technicians with training levels 1 and 2 for that specific problem will only be able to receive an e-mail response to that specific request. If you call STAR with a ticket number that is not authorized, the IVR will direct you back to TechCONNECT to review your e-mail response.

Service Managers will be able to call STAR after creating a ticket using their Sid regardless of training levels.

A few helpful hints to consider when calling in for assistance:

- It will be helpful to call from a less noisy location than the shop floor. Try to find a location where there is less noise or other conversations in the immediate area. We anticipate that this will improve your calling experience and interaction with the new IVR system.
- Ensure that the phone that you are calling from is in good working condition and is free of excessive static or noise. It is also recommended that you do not use the hand free option or a headset/amplifier setup when placing your call.
- If you know your option, you do not have to wait for the entire message to play before speaking your choice. You are encouraged to "Barge In" with your selection.

After the initial welcome message, you will be presented with 3 choices:

1. Enter your Technical Assistance ticket number
 2. Say "Mopar Accessories"
 3. Say "Part or Labor Op Restriction"
- If you enter a valid ticket number, your call will be routed to the correct group of the Star Center.

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- If you requested “Mopar Accessories”, your call will be transferred to the Mopar Accessories group.
- If you entered “Part of Labor Op Restriction” you will be prompted for:
 1. S-ID
 2. Vin
 3. Part Number

Items to keep in mind:

- Speak your responses in a normal tone of voice. You do not have to yell or place special emphasis on the numbers or letters. If you have problems speaking the information, you can use the keypad on your phone to enter it.
- The two digit component group is the area in the service manual that you would expect to find the diagnostic information (e.g., Group 14 is Fuel, Group 8 is Electrical, Group 25 is Emissions).

NOTE If you default to manual input using the key pad, you will need to complete the remainder of the inputs using the keypad only. The voice recognition software will assume that you are in a noisy environment and will disregard any additional voice inputs.